

Humana Health Plan of Texas, Inc.

Houston

Survey (CAHPS™3.0H) Results
Response Rate 19%

State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

Percentage who rated
6 or lower

Percentage who rated
7 or 8

Percentage who rated
9 or 10

The bar graph is
on a scale from
0 = worst and
10 = best.

On their health plan

26%

44%

30%

On their health care

16%

42%

42%

On their specialist

18%

25%

56%

On their doctor or nurse

15%

40%

45%

State Averages

20%

38%

42%

12

34%

54%

12

29%

59%

12

34%

54%

Percentage who said they
sometimes or never...

Percentage who said they
usually...

Percentage who said they
always...

Got care without long waits

31%

27%

42%

Had doctors communicate well

9

32%

59%

Had courteous, respectful, & helpful office staff

10%

27%

63%

Had their plan handle claims quickly & correctly

19%

37%

44%

State Averages

24%

30%

46%

9

29%

62%

8

26%

66%

10

33%

57%

Percentage who said they had
BIG problems...

Percentage who said they had
SMALL problems...

Percentage who said they had
NO problems...

Getting needed care

9

21%

71%

With efficiency & helpfulness of customer service

10

19%

71%

State Averages

7

14%

79%

8

20%

72%